

BUSINESS SERVICE OFFICER III

OPEN - SPOT - SACRAMENTO



State of California
DEPARTMENT OF
JUSTICE
P.O. BOX 944255
Sacramento, CA 94244-2550

CALIFORNIA STATE GOVERNMENT - AN EQUAL EMPLOYMENT OPPORTUNITY EMPLOYER TO ALL REGARDLESS OF RACE, COLOR, CREED NATIONAL ORIGIN, ANCESTRY, SEX, MARITAL STATUS, DISABILITY, RELIGIOUS OR POLITICAL AFFILIATION, AGE OR SEXUAL ORIENTATION.

IT IS THE OBJECTIVE OF THE STATE OF CALIFORNIA TO ACHIEVE A DRUG-FREE STATE WORK PLACE. ANY APPLICANT FOR STATE EMPLOYMENT WILL BE EXPECTED TO BEHAVE IN ACCORDANCE WITH THIS OBJECTIVE BECAUSE THE USE OF ILLEGAL DRUGS IS INCONSISTENT WITH THE LAW OF THE STATE, THE RULES GOVERNING CIVIL SERVICE AND THE SPECIAL TRUST PLACED IN PUBLIC SERVANTS.

FINAL FILING DATE

SEPTEMBER 15, 2006 – Examination Applications (Form STD 678) must be POSTMARKED (U.S. Mail) no later than the final filing date. The Training and Experience Questionnaire Packet and State Examination Application must have original signature. Applications postmarked, personally delivered, faxed, or received via interoffice mail after the final filing date will not be accepted for any reason.

WHO SHOULD APPLY

Persons who meet the minimum qualifications by the final filing date as stated on this bulletin. This is an Open Examination. Applications will not be accepted on a promotional basis.

HOW TO APPLY

All applicants must complete and return the entire examination packet. The examination packet must include the following:

- [State Examination Application \(Form STD 678\)](#)
- [Training and Experience Questionnaire Packet](#)

To download the examination packet, go to the Attorney General's website <http://ag.ca.gov/careers/exams.htm>, or use the links provided in the list above.

Mailing Address:

Department of Justice
Testing and Selection Unit
P.O. Box 944255
Sacramento, CA 94244-2550

File in Person:

Department of Justice
Testing and Selection Unit
1300 "I" Street, 1st Floor Lobby
Sacramento, CA 95814

DO NOT SUBMIT APPLICATIONS TO THE STATE PERSONNEL BOARD.

SPECIAL TESTING ARRANGEMENTS

If you are an individual with a disability and need reasonable accommodation to participate in this examination, please mark the box in question #2 on the "Examination Application". You will be notified in writing to determine what assistance can be provided.

SALARY RANGE

\$4319 - \$5211

ELIGIBLE LIST INFORMATION

A departmental promotional eligible list will be established for the Department of Justice. The list will be abolished **24** months after it is established unless the needs of the service and conditions of the list warrant a change in this period.

Positions exist with the Department of Justice in Sacramento only.

REQUIREMENTS FOR ADMITTANCE TO THE EXAMINATION

All applicants must meet the education and/or experience requirements for this examination by the final filing date. Unless otherwise stated, experience applicable to one of the following patterns may be combined on a proportional basis with experience applicable to the other patterns to meet the total experience requirement.

NOTE: All applications/resumes must include "to" and "from" employment dates (month/day/year), time base, and applicable civil service classification titles(s). Applications/resumes without this information will be rejected.

CONTINUE TO THE NEXT PAGE

MINIMUM QUALIFICATIONS

Either I

One year of experience in the California state service performing the duties of a Business Service Officer II (Specialist) or (Supervisor), or Procurement and Services Officer II.

Or II

Two years of experience in the California state service performing the duties of a Business Services Officer I (Specialist) or (Supervisor), Procurement and Services Officer I, or Hospital General Services Administrator I.

Or III

Experience: Three years of progressively responsible and varied experience in the business service field in a public or private organization, at least one year of which must have been in a supervisory capacity. [Experience in California state service applied toward this requirement must include one year performing the duties of a class at a level of responsibility equivalent to that of a Business Service Officer II (Specialist) or (Supervisor) or two years performing the duties of a class at a level of responsibility equivalent to that of a Business Service Officer I (Specialist) or (Supervisor).]

And

Education: Equivalent to graduation from college. (Additional qualifying experience may be substituted for the required education on a year-for-year basis.)

DEFINITION OF TERMS

The words ***“performing the duties of...”*** means the applicant must have the amount of experience in State service in the class specified (or on a training and development (T&D), limited term, or approved out-of-classes assignment to the class.)

“Equivalent to graduation from college...” satisfaction of the requirements for a bachelor’s degree from an accredited college. Bachelor’s degree, completion of the number of units typical of four full years of college (120 or more semester units or 180 or more quarter units). This means the applicant must show a receipt of a bachelor’s degree.

POSITION DESCRIPTION

Positions at this level under direction, typically supervise (1) all business service functions in a medium to large business service office; or (2) in larger offices, may supervise two or more functions as assistant to a higher level manager. In addition, incumbents may personally perform technical or analytical business service work of highest complexity.

**EXAMINATION
INFORMATION**

The examination will consist of a Training and Experience Questionnaire and is the sole component of this examination. The Training and Experience Questionnaire will assess the level of proficiency on knowledge, skills and abilities a Business Service Officer III is required to possess in order to perform the job tasks of the position. It will be evaluated by Subject Matter Experts using predetermined rating criteria. In order to obtain a position on the eligible list, a minimum rating of 70.00% must be received.

Training and Experience Questionnaire – Weighted 100%

This testing component measures the following knowledge, skills and abilities:

Knowledge of:

1. Supervisory principles, practices and techniques to plan, oversee and direct the work activities of subordinate employees.
2. Cost/benefit analysis principles and concepts to assess the impact and effectiveness of programs, business processes, policies, and/or procedures on departmental/work unit programs and projects.
3. Progressive discipline to determine when disciplinary action is warranted and to recommend or apply appropriate action.
4. Project scheduling techniques and concepts to ensure that project timelines and schedules are appropriately established, modified and adhered to as project work progresses.

**EXAMINATION
INFORMATION
(continued)**

Knowledge of: (continued)

5. Equal employment opportunity principles and objectives to promote the department's equal employment opportunity policies and goals in making hiring and employment decisions.
6. Conflict resolution techniques to address and deal with conflicts and issues that may arise in the work unit or division.

Skill to:

1. Determine and establish priorities and service levels in the work unit or division.
2. Manage projects ensuring that end products or services are delivered on schedule and within the established budget.
3. Develop short-range and long-range plans and schedules that coordinate with operating goals and objectives of the department.
4. Identify training needs of the subordinate employees in the work unit.
5. Develop policies and procedures to provide for the effective operation of the work unit or division.
6. Provide on-the-job training to subordinate staff relating to the tasks of the position.
7. Establish and maintain cooperative relations with departmental employees, the public and other State agencies.
8. Monitor the work of subordinate employees to ensure that it meets quality, quantity and timeliness standards.
9. Coach and mentor subordinate employees to improve performance, productivity and expertise.
10. Establish project schedules and milestones to complete projects and assignments within desired timelines.
11. Supervise a culturally diverse subordinate staff, ensuring that supervisory and management decisions are sensitive to the impact of culturally diverse perceptions.

Ability to:

1. Analyze, develop and implement cost recovery systems in a work unit environment.
2. Use performance capabilities of equipment in scheduling job and personnel assignments.
3. Perform make vs. buy analysis and decisions regarding when to have outside vendors complete all or part of a complex job.
4. Provide excellent customer service in the work unit environment.
5. Develop adequate scopes of work, negotiate, finalize and manage contractual agreements with outside vendors utilized in providing work unit services.
6. Work on multiple projects and assignments simultaneously.
7. Document employee performance and complete employee performance evaluations and probationary reports.
8. Work under the pressure of tight timelines when completing projects or assignments.

VETERANS PREFERENCE

Veterans Preference Credit **will not be** granted in this examination.

CAREER CREDITS

Career Credits **will not be** granted in this examination.

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GENERAL INFORMATION

The Department of Justice reserves the right to revise the examination plan to better meet the needs of the service if the circumstances under which this examination was planned change. Such revision will be in accordance with civil service laws and rules and all candidates will be notified.

It is the candidate's responsibility to contact the Department of Justice, (916) 324-5039, TDD (916) 952-8396 three days prior to the written test date if he/she has not received his/her notice.

For an examination without a written feature it is the candidate's responsibility to contact the Department of Justice, (916) 324-5039, TDD (916) 952-8396 three weeks after the final filing date if he/she has not received a progress notice.

If a candidate's notice of oral interview or performance test fails to reach him/her prior to the day of the interview due to a verified postal error, he/she will be rescheduled upon written request.

Applications are available at the Department of Justice Offices (www.ag.ca.gov), State Personnel Board Offices (www.spb.ca.gov), and local offices of the Employment Development Department (www.edd.ca.gov).

If you meet the requirements stated on the reverse, you may take this examination, which is competitive. Possession of the entrance requirement does not assure a place on the eligible list. Your performance in the examination described on the other side of this bulletin will be compared with the performance of the others who take this test, and all candidates who pass will be ranked according to their scores.

Examination Locations: When a written test is part of the examination, it will be given in such places in California as the number of candidates and conditions warrant. Ordinarily, interviews are scheduled in Sacramento, San Francisco, and Los Angeles. However, locations of interviews may be limited or extended as conditions warrant.

Eligible Lists: Eligible lists established by competitive examination, regardless of date, must be used in the following order: 1) subdivisional promotional, 2) departmental promotional, 3) multi departmental promotional, 4) servicewide promotional, 5) department open, 6) open. When there are two lists of the same kind, the older must be used first. Eligible lists will expire in from one to four years unless otherwise stated on this bulletin.

Promotional Examinations Only: Competition is limited to employees who have a permanent civil service appointment. Under certain circumstances other employees may be allowed to compete under provisions of Rules 234, 235, and 235.2. State Personnel Board Rules 233, 234, 235, 235.2, and 237 contain provision regarding civil service status and eligibility for promotional examinations. These rules may be reviewed at departmental personnel offices or at the Information Counter of State Personnel Board offices.

General Qualifications: Candidates must possess essential personal qualifications including integrity, initiative, dependability, good judgment, and ability to work cooperatively with others; and a state of health consistent with the ability to perform the assigned duties of the class. A medical examination may be required. In open examinations, investigation may be made of employment records and personal history and fingerprinting may be required.

High School Equivalence: Equivalence to completion of the 12th grade may be demonstrated in any one of the following ways: 1) passing the General Education Development (GED) Test; 2) completion of 12 semester units of college-level work; 3) certification from the State Department of Education, a local school board, or high school authorities that the candidate is considered to have education equivalent to graduation from high school; or 4) for clerical and accounting classes, substitution of business college work in place of high school on a year-for-year basis.

If hearing impaired call the California Relay Service.

1-800-735-2929 (From TDD Phone)

1-800-735-2922 (From Voice Phone)

TDD is Telecommunications Device for the Deaf and is reachable only from telephones equipped with a TDD device.

DEPARTMENT OF JUSTICE
TESTING AND SELECTION UNIT
P.O. BOX 944255
SACRAMENTO, CA 94244-2550
(916) 324-5039

Training and Experience Questionnaire Packet
for
BUSINESS SERVICE OFFICER III, DEPARTMENT OF JUSTICE (6JU42)
Open – Spot Sacramento Examination

Filing Instructions:

This entire completed Training and Experience Questionnaire must be submitted in typewritten format and attached with your EMPLOYMENT APPLICATION FORM (STD 678). Please refer to the Business Service Officer III, Department of Justice examination bulletin (6JU42) for complete filing instructions and procedures. Failure to submit all required materials and/or information as stated on the examination bulletin will result in disqualification from this selection process.

Completed examination packets must be **POSTMARKED (U.S. MAIL)** no later than the final filing date, **September 15, 2006**. Examination packets will not be accepted for any reason if postmarked, personally delivered, faxed, or received via interoffice mail **after** the final filing date.

Mailing Address:

Department of Justice
Attention: Ellen Hickerson
Testing and Selection Unit
P.O.Box 944255
Sacramento, CA 94244-2550

File in Person:

Department of Justice
Attention: Ellen Hickerson
Testing and Selection Unit
1300 I Street, 7th Floor
Sacramento, CA 95814

THIS AFFIRMATION MUST BE COMPLETED

I hereby certify that the information provided on this Training and Experience Questionnaire is true and correct to the best of my knowledge and contains no willful misrepresentations or falsifications. I also understand that if it is later discovered that I have made any false representations, I may be removed from the examination and /or the eligible list resulting from this examination, suffer loss of State employment, and/or suffer loss of right to compete in any future State examinations.

Your Signature: _____ Date: _____

Your Name (Printed): _____

Section I. Verification Instructions

BUSINESS SERVICE OFFICER III, DEPARTMENT OF JUSTICE (6JU42)

The Training and Experience Questionnaire is the sole component of the Business Service Officer III, open spot (Sacramento) examination being administered by the Department of Justice. Questions in this Training and Experience Questionnaire will assess your level of proficiency on knowledge, skills, and abilities a Business Service Officer III is required to possess in order to perform the job tasks of the position.

Be sure to answer all questions completely and accurately. Describe specific, relevant examples from your background. All questions ask you to provide specific information so we may evaluate your qualifications. **OMITTED INFORMATION CANNOT BE CONSIDERED OR ASSUMED.**

You will be asked to identify one supervisor who can best verify the response you provide for each knowledge, skill, or ability statement in this Training and Experience Questionnaire. If you do not identify a supervisor who can verify your response, you will be disqualified from the selection process.

It is mandatory that you provide the employer's, your position title, and your supervisor's name in order to use that supervisor as verification to the responses you provide in Section II.

The Training and Experience Questionnaire will be evaluated by using predetermined rating criteria weighted 100%.

A. Supervisor

Employer: _____

Position title: _____

Supervisor who can verify information: _____

Contact information of Supervisor: _____

B. Supervisor

Employer name: _____

Position title: _____

Supervisor who can verify information: _____

Contact information of Supervisor: _____

C. Supervisor

Employer: _____

Position title: _____

Supervisor who can verify information: _____

Contact information of Supervisor or: _____

All of the information you provide in this Training and Experience Questionnaire is subject to verification.

Section II. Training and Experience Questionnaire

BUSINESS SERVICE OFFICER III, DEPARTMENT OF JUSTICE (6JU42)

Listed below are several knowledge, skill, and ability (KSA) statements that a Business Service Officer III is required to possess in order to perform the job tasks of the position.

Step 1: Please indicate which of the KSAs you possess by using the following scale for the “Level of Proficiency” column:

- 6 = I consider myself an expert in this knowledge, skill or ability**
- 5 = I could provide training or guidance to others**
- 4 = I could perform independently**
- 3 = I could perform with guidance**
- 2 = I would require some on-the-job training**
- 1 = I would require comprehensive training**
- 0 = I do not possess this knowledge, skill or ability**

Step 2: Provide an example of a time when you used this KSA on-the-job, for education, experience or training. **All examples must be in typewritten format. Please limit your example to five lines in the “Example” dialog box only. Attachments will not be reviewed.**

Step 3: In the “Verification Code” column, use the codes (A, B, or C) from Section I, Verification Instructions of this Training and Experience Questionnaire to indicate the one best supervisor who can verify your indicated level of proficiency for each statement.

Knowledge, Skill, or Ability	Level of Proficiency (6, 5, 4, 3, 2, 1 or 0)	Example	Verification Code (A, B, or C)
Ability to analyze, develop and implement cost recovery systems in a work unit environment.			
Ability to use performance capabilities of equipment in scheduling job and personnel assignments.			

Knowledge, Skill, or Ability	Level of Proficiency (6, 5, 4, 3, 2, 1 or 0)	Example	Verification Code (A, B, or C)
Ability to perform make v. buy analysis and decisions regarding when to have outside vendors complete all or part of a complex job.			
Skill to determine and establish priorities and service levels in the work unit or division.			
Skill to manage projects ensuring that end products or services are delivered on schedule and within the established budget.			
Skill to develop short-range and long-range plans and schedules that coordinate with operating goals and objectives of the department.			
Ability to provide excellent customer service in the work unit environment.			
Ability to develop adequate scopes of work, negotiate, finalize and manage contractual agreements with outside vendors utilized in providing work unit services.			
Knowledge of supervisory principles, practices, and techniques to plan, oversee, and direct the work activities of subordinate employees.			
Knowledge of cost/benefit analysis principles and concepts to assess the impact and effectiveness of programs, business processes, policies, and /or procedures on departmental/work unit programs and projects.			

Knowledge, Skill, or Ability	Level of Proficiency (6, 5, 4, 3, 2, 1 or 0)	Example	Verification Code (A, B, or C)
Skill to identify training needs of the subordinate employees in the work unit.			
Skill to develop policies and procedures to provide for the effective operation of the work unit or division.			
Ability to work on multiple projects and assignments simultaneously.			
Knowledge of progressive discipline to determine when disciplinary action is warranted and to recommend or apply appropriate action.			
Ability to document employee performance and complete employee performance evaluations and probationary reports.			
Skill to provide on-the-job training to subordinate staff relating to the tasks of the position.			
Skill to establish and maintain cooperative relations with departmental employees, the public and other State agencies.			
Knowledge of project scheduling techniques and concepts to ensure that project timelines and schedules are appropriately established, modified, and adhered to as project work progresses.			

Knowledge, Skill, or Ability	Level of Proficiency (6, 5, 4, 3, 2, 1 or 0)	Example	Verification Code (A, B, or C)
Skill to monitor the work of subordinate employees to ensure that it meets quality, quantity, and timeliness standards.			
Ability to work under the pressure of tight timelines when completing projects or assignments.			
Skill to coach and mentor subordinate employees to improve performance, productivity, and expertise.			
Skill to establish project schedules and milestones to complete projects and assignments within desired timelines.			
Knowledge of equal employment opportunity principles and objectives to promote the department's equal employment opportunity policies and goals in making hiring and employment decisions.			
Knowledge of conflict resolution techniques to address and deal with conflicts and issues that may arise in the work unit or division			
Skill to supervise a culturally diverse subordinate staff, ensuring that supervisory and management decisions are sensitive to the impact of culturally diverse perceptions.			